

Veterans' **WELLNESS**

www.visn2.va.gov
Summer 2012

A GUIDE TO HEALTHY LIVING FOR THE VETERANS OF UPSTATE NEW YORK



VA Telehealth Program

Many health care services are now accessible closer to your home.

Low Testosterone

Could it be impacting your health?

Add Some Sizzle

Go gourmet with pizza burgers.



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See Page 11 for details

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ABOUT OUR MAILING LIST

We make every effort to maintain an accurate mailing list. To notify us of a patient's death, please call the Veterans Service Contact Center at 1-888-823-9656.

If you would like to be added to or deleted from our mailing list or if you have a suggestion for us, please write to: Editor, *Veterans' Wellness*, Network 2 Public Affairs and Web Content Manager, Clinton Crossings, 919 Westfall Road, Bldg. B, Room 115, Rochester, NY 14618, or email Kathleen.Hider@va.gov.

Please be sure to include your phone number. Do not send your Social Security number or medical history.

See the Future of Health Care at VA

I have experienced firsthand how access to health care has improved. However, access to specialty care may be a challenge for many Veterans. That is about to change.

As VA once pioneered bar code medication administration, now the industry standard, Veterans will once again experience the future of health care with telehealth. This service offering means you can now see a specialist sooner — and without the travel time or lengthy wait — at your nearest VA location, including a community based outpatient clinic.

Telehealth brings the specialist to you so that you receive timely care. How? Using a computer monitor, our new telehealth technology allows you and your provider to see and talk with each other about your health care concerns, review diagnostic tests and go over a treatment plan. In this issue, you can read what Veterans are saying about their experiences with telehealth.

The use of new technologies, like telehealth and My HealtheVet, in the health care setting provides you the most accessible and comprehensive care, unparalleled in the previous century. My HealtheVet is catching on fast. In fact, more than 59,000 Veterans in upstate New York are now registered. Almost half of them signed on this year. It's our hope that every Veteran will register so you can benefit from this convenient tool, saving both time and money.

As a VA patient, I use My HealtheVet, especially secure messaging, to manage much of my health care. The secure messaging feature allows me to ask my health care team questions, get test results, clarify treatment plans and refill prescriptions I sometimes forget to renew. I simply send a note to my primary care team and have a response back the same day, eliminating a trip to the medical center. I want to encourage you to sign up for secure messaging. This technology can help you simplify how you manage your health care, too.

Sincerely,



DAVID J. WEST, MSHA, FACHE
Network Director



David J. West
Network Director

My Healthy Living Story: Ed Gates

Working out at the gym, 69-year-old Ed Gates has a physique men 40 years his junior envy. But that wasn't always the case. The Honeoye resident remembers a time when he was overweight and out of shape.

After leaving the Army in 1965, Gates enjoyed a career designing color imaging systems. Routinely putting in long hours helped him achieve 13 U.S. patents. "I never exercised or worried about making healthy choices in what to eat or drink," he admits. "I was overweight and had high cholesterol."

That was before two life-changing events put him into action: First, a close friend died of lung cancer. The two shared an office and a smoking habit. "I quit smoking and drinking — and never looked back," says Gates. "If I needed any validation, it came a year later when my father, also a long-time smoker, passed away from lung cancer."

Second, he retired at age 55 and resolved to use his new free time to become more fit and healthy.

More than Muscles

Gates started watching what he ate, playing tennis, and following a cardio and strength training program. Next, he took up martial arts. Within a few months, he lost nearly 30 pounds.

Then seven years later, at age 62, he had a series of heart attacks over a 24-hour period. "I'm genetically predisposed to cardiovascular problems so dieting and exercise weren't enough," explains Gates. "But three cardiologists told me that I might not have survived if I hadn't been in such good shape." As it was, he recovered quickly. His cardiologist cleared him to resume unrestricted activity in just three weeks. He earned his black belt in Tae Kwon Do one week after that.

A year later, Gates was diagnosed with advanced prostate cancer. "Once again, I believe that I was able to recover relatively quickly



*From desk jockey to black belt,
Gates stays well by being active.*

because of the excellent condition I was in."

Staying the Course

Now Gates typically works out four days a week. After a warm-up, he does 5 to 10 minutes of ab work and 45 to 60 minutes with weights. He ends with 30 minutes on the treadmill.

Strength training keeps him from getting bored and provides visible results, "whether it's being able to lift things or feeling good about how I look." According to Gates, exercise alone didn't get rid of the fat. It took a combination of diet and exercise. "Healthy portions are number one. I don't overload my plate, and I do try to eat a lot of fruits and vegetables."

Another tool he uses is VA's My Health eVet. It allows him to record his vitals and to work with his health care team. "At my annual physical, my VA primary care doctor praises how fit I am and says, 'Keep it up!'"

3 Ways to Stay Motivated

Here are a few ways Gates keeps himself moving:

- 1. Make it enjoyable.** "I don't like ab work, so I do it first. I reward myself with weight training — the fun part for me."
- 2. Push just hard enough.** "In order to see results, I lift enough weight to tax my muscles fully. If I feel any strain, I back off."
- 3. Ask for support.** "My wife encourages me in everything I do. Plus, I talk about my fitness regimen with my VA primary care doctor."

Telehealth Delivers VA Health Care Services to Your Hometown



Thomas Mahl, M.D.
Hepatologist, Buffalo
VA Medical Center

Veteran Mark Moose has little time to watch TV.

In fact, his job at a busy hardware store leaves few gaps in his schedule for necessary tasks like medical appointments. But recently, 30 minutes in front of a screen saved him more time and hassle than he ever expected.

When his nurse practitioner suggested that he see a liver specialist to double check some slightly abnormal values on his latest routine blood tests, Moose resigned himself to taking a two-hour trip to Buffalo VA Medical Center. But then he was offered an unexpected opportunity — he learned that he could see Thomas Mahl, M.D., without leaving his hometown of Bath through something called telehealth. “I’d never done anything like that before, but it sounded much easier than driving all the way to Buffalo,” he says.

On the day of his appointment, Moose went to Bath VA Medical Center, the facility minutes from his home where he receives most

of his medical care. A nurse ushered him into a room with a camera and high-definition TV monitor. Within moments, Dr. Mahl flashed onto the screen.

Dr. Mahl had already reviewed Moose’s test results and medical history. “He’d done his homework on me,” Moose says. “We chatted for a bit, and then he asked me questions about my health and any symptoms I might be having.” The outcome: Dr. Mahl reassured Moose that although he’d benefit from a few lifestyle changes and a follow-up telehealth appointment in six months, he was fine.

The best part? “I was in and out of there,” Moose says. “It was a huge savings in time, not to mention gas money.”

Improved Access to Care

Moose is one of many Veterans using VA’s telehealth program — the largest in the world. VA’s telehealth program focuses on providing better access to health care for all Veterans, particularly the 40 percent who live in rural and remote areas.



Mark Moose meets with his VA specialist from Bath VA Medical Center, saving him a two-hour drive to Buffalo.

VA Health Care Upstate New York has 89 active telehealth clinics. These clinics have enabled more than 5,000 Veterans to remain closer to home while seeing medical professionals and accessing services to help them stay healthy, including:

- Losing weight
- Managing chronic illnesses
- Getting specialty care

And as Moose discovered, telehealth certainly can help save time and gas money. But the benefits go deeper than that, particularly for Veterans who have even greater physical challenges and longer distances to travel.

“With telehealth, I don’t see any downside. I’m sold on this technology.” — Thomas Mahl, M.D.

“If I had to go up to Syracuse, I might have only gone for one session instead of making four sessions in Binghamton.” — Emerson Woodruff, Veteran

Ongoing Support

When Veteran Emerson Woodruff was diagnosed with borderline type 2 diabetes in January 2012, he knew that he’d significantly improve his chances of staying healthy, and perhaps avoid medications altogether, by learning all he could about the disease.

As a retired truck driver, he’s no stranger to driving, but the prospect of making a 200-mile round trip to Syracuse VA Medical Center for in-person diabetes counseling was daunting. So he welcomed the opportunity to participate in the Tele Diabetes Education program at the Binghamton Community Based Outpatient Clinic (CBOC), about 30 miles from his hometown of Afton.

Woodruff has already completed four one-hour sessions with Certified Diabetes Educator Gail Serino, R.N., B.S.N., to learn about diabetes, monitor his blood sugar levels, and get advice on eating and exercise.

“If I had to go up to Syracuse, I might have

only gone for one session instead of making four sessions in Binghamton,” he says. A bonus: His wife, who is also diabetic, attends the sessions with him.

“People need diabetes education to come to them, and it has to be personal,” Serino says. To make the counseling even more effective, she works with a nurse who serves as her on-site eyes, ears and hands. The nurse can take vital signs and administer simple diagnostic tests. That information is instantly transferred back to Serino. The nurse also can help demonstrate techniques; for example, if Serino is showing a patient how an insulin pen works,

continued on page 6



Instead of driving to Syracuse, Emerson Woodruff and his wife go to the Binghamton CBOC to meet with Certified Diabetes Educator Gail Serino, R.N., B.S.N. (on right in monitor), and D'Lorah Robbins, physician assistant.

Types of Telehealth Services

VA's telehealth program offers three types of services:

Clinical Video Telehealth (CVT): This involves real-time videoconferencing with a health care provider through high-definition cameras and video monitors.

Store-and-Forward: This involves transferring data and digital images to a specialist for evaluation.

Care Coordination/Home Telehealth (CCHT): Veterans are set up with a home telehealth device that connects them with a VA hospital via a regular phone line. It enables VA health care providers to monitor vital signs and respond to symptoms before they become serious.

Talk with your VA Patient Aligned Care Team (PACT) about telehealth services that may be right for you.

See Telehealth in Action

Watch free videos demonstrating VA telehealth programs and their benefits at www.telehealth.va.gov.



she'll have the nurse go through the steps by the patient's side.

Enhanced Exams

In some cases, telehealth may help physicians perform more productive exams. Wendy Cao, M.D., a physiatrist (specialist in rehabilitation medicine) at Buffalo VA Medical Center has conducted telehealth appointments for patients with multiple sclerosis (MS). This degenerative neurological condition has symptoms that include loss of mobility and fatigue. A key part of her exam involves putting patients through a series of balance, walking and strength tests.

"Because telehealth patients are much less tired from traveling, they're more willing and able to go through those types of tests," she says. "Consequently, I'm able to do a more accurate exam."

She recalls a recent patient who came in with his wife, who was concerned that he might be having difficulty walking. By having an assistant angle the camera down a hallway, Dr. Cao was able to watch

the patient walk. She ended up suggesting a new type of walker that steadied him



Wendy Cao, M.D.
Physiatrist, Buffalo
VA Medical Center

immediately. On the other hand, if that patient had been worn out from travel, he may have been too tired to perform the walking test and the problem could have been missed.

Greg Woz, who has MS, recently had a telehealth appointment at the Olean CBOC with his wife, who also has the condition. During the appointment, "they tested my reflexes, how I walked, my eye tracking, my strength — just what they would have done at a regular appointment," he says.

He admits to some initial reluctance, even though he knew telehealth would save him a two-hour trip to Buffalo. "One thing you learn in the service is 'never volunteer'," he jokes. "But I did it anyway, and it worked out this time. I was quite pleased with it."

Telehealth providers can also detect when a symptom requires urgent treatment, even when the patient might not. Serino, for instance, recently saw a patient who casually mentioned that he'd been experiencing some vision issues since his last appointment. She was immediately concerned that this might be a sign of retinal degeneration, one of the most damaging side effects of diabetes, and scheduled a



Greg Woz completes eye tracking and other tests during an exam.

visit with an eye doctor, who was able to examine him the same day.

Myth of the Virtual Barrier

Before walking into their first telehealth appointment, Veterans may wonder if it's going to feel impersonal — or downright weird — talking to their doctor on a TV screen.

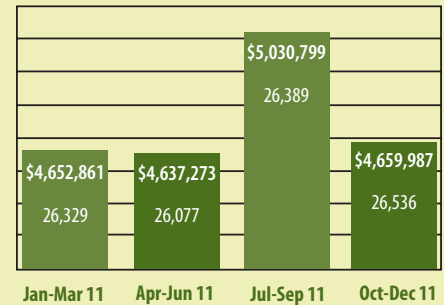
Moose had his doubts, but within moments after the appointment began, "I felt like Dr. Mahl knew me, and he put me at ease," he says. "We even commiserated about how we both needed to lose weight."

"It was a huge savings in time, not to mention gas money." — Mark Moose, Veteran

Cost of Missed Appointments

We appreciate the effort you, our readers, have made to call us to cancel appointments, when necessary. It has allowed us to schedule other Veterans needing appointments. Our VISN currently has one of the lowest no-show rates in the country — **thanks to you!**

Cost of No-Shows



The Future of Telehealth

Dr. Mahl sees applications for telehealth in nearly every specialty. In his own field, he hopes to expand the types of conditions he monitors, eventually including illnesses such as ascites, a condition that causes fluid in the belly. “Those patients require a 15-minute appointment every two weeks, and there’s no reason for them to travel,” he says. Dr. Cao hopes to expand her program to include patients with movement disorders, stroke and spinal cord injuries.

Dr. Mahl also envisions more types of patient education, such as group telehealth sessions to prepare patients for elective procedures such as colonoscopy, and physician education, with medical students completing a telehealth rotation in every specialty.

That’s quite an about-face for a former tech-phobe. “I’m not an early adopter,” Dr. Mahl admits. “But with telehealth, I don’t see any downside. I’m sold on this technology.”

Woodruff reassures his fellow Veterans that telehealth is as user-friendly as it gets. “I would recommend this to anybody. Go ahead and try it.”

Trying to Lose Weight?

VA’s personalized weight-management program, called TeleMOVE!, can help you — free of charge from your home. To enroll, complete the MOVE!23 questionnaire at www.move.va.gov/Move23 or at a VA primary care clinic. Write down your retrieval code. Then call **1-877-619-0106** and select **option 1**. A care coordinator will guide you through next steps.



Burn Pits and Your Health

VA is currently researching the possible health effects caused by contact with airborne toxins from burn pits, like those used in Iraq and Afghanistan. Temporary symptoms of exposure to solid waste burning include eye irritation and burning, coughing, breathing difficulties, and skin rashes. At this time, research has not shown long-term adverse health effects from exposure to burn pits.

If you are experiencing persistent symptoms or concerned about your exposure to burn pits, talk to your VA health care provider or local VA Environmental Health Coordinator.

You can find a coordinator or obtain more information online at www.publichealth.va.gov/exposures/burnpits.



Firm Up Your Bottom Line

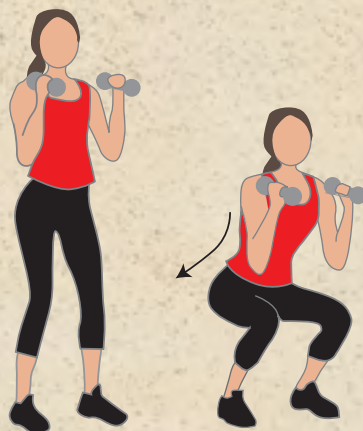
Strong gluteal muscles, or “glutes,” do more than help you look good in jeans. They can translate into good balance, lower body strength and more endurance. Those traits reduce your risk for falls and injuries.

Plus, strong glutes help prevent low back pain and improve posture. They’ll also keep you primed for more rigorous activities you may not do every day like hiking or playing pick-up basketball.

Try this move to tone your tush, as well as most of the muscles in your legs:

Squats

Stand with your feet slightly wider than hip-width apart. Turn your toes slightly out. With palms facing inward, hold a dumbbell in each hand. Contract your abdominal muscles and bend your elbows, bringing dumbbells up to rest on the front of your shoulders.



Slowly bend your knees and squat down while keeping your back straight, as if you’re trying to sit in a chair. Keep going until your thighs are parallel to the floor. Most of your weight should be on your heels to keep your knees from going past your toes. Slowly straighten your legs.

Repeat 10 to 15 times. If you can’t do eight reps in a row, use lighter weights. Increase your weight when you can complete the move easily 15 times. Rest between sets. Do squats twice a week, but not on back-to-back days.

If you find weighted squats difficult, try them without dumbbells. Follow the above directions, but extend your arms forward at shoulder level, palms down.

For extra support, stand about one foot in front of a wall and lean back. Slightly bend your arms, and rest your hands on your hips. Slide down until your thighs are parallel or close to parallel to the floor, depending on your comfort level.

See for Yourself

Snap a photo of this icon with your smart-phone to access our home page, www.visn2.va.gov. Here you can view one of our latest videos on how to do squats with proper form. You will also learn how you can adapt the exercise to your specific needs and fitness level.



Get the free mobile app at <http://gettag.mobi>

Stay Well — and Well Informed

Regular physical activity offers many benefits. Visit www.prevention.va.gov for tips on how to get moving and reasons that’ll keep you motivated.



Before you start any exercise regimen, contact your VA primary health care provider.

Is Low Testosterone a Danger to Men's Health?

Testosterone is more than a one-hit wonder. While this hormone's role in regulating sex drive is widely known, it affects other aspects of health, too. Check what you know about testosterone with this quick quiz.

Are These Statements True or False?

1. Men experience "male menopause." **True** **False**
2. Erectile dysfunction is almost always caused by low testosterone. **True** **False**
3. Low testosterone may be a sign of diabetes. **True** **False**
4. Fatigue can be a symptom of low testosterone in men. **True** **False**

Check Your Answers

1. **False.** While men tend to have a decrease in testosterone as they age, sometimes referred to as "male menopause," the process is quite different than what women experience during menopause. For men, the process is called andropause, which typically occurs between the ages of 40 and 55 years old. More than 13 million men have low testosterone levels — 90 percent go untreated.
2. **False.** While erectile dysfunction can be a symptom of low testosterone, men's sexual problems are caused by poor circulation in many cases.
3. **True.** Low testosterone levels may predict if men will develop diabetes. Many men with low testosterone also are obese, which raises their diabetes risk.
4. **True.** Other symptoms of low testosterone include mood changes, weakness and loss of sex drive. Symptoms can be treated with testosterone replacement therapy.

Fast Fact

Andropause is a normal part of aging. Strength training may be beneficial because the body produces testosterone when a person builds or maintains muscle mass.

Cause for Concern?

If you have questions or concerns about your testosterone level, talk with your VA health care provider. To access an interactive tutorial, visit **www.visn2.va.gov**. Click on "Diseases and Conditions" and select "Medical Encyclopedia." Search for "low testosterone."



Treating Low Testosterone

Your VA health care provider can order a simple blood test to check your testosterone level. For some men, low testosterone symptoms can be treated with gel, skin patches or gum tablets that provide their bodies with more testosterone.

Factors that can help you and your provider determine whether or not testosterone replacement therapy is a good option for you are:

- How low your testosterone level is
- Why your level is low
- Your current medical condition



Add Some Sizzle — Gourmet Pizza Burgers

Serves 4

Ingredients

2 tablespoons sun-dried tomatoes in oil, chopped
¼ cup onion, finely chopped
¼ cup fresh mushrooms, finely chopped
1 clove garlic, minced
1 tablespoon dried basil
2 ounces fresh mozzarella cheese, shredded
1 pound lean ground beef
1 whole wheat French baguette, cut into four sections
2 tablespoons pesto sauce (from jar is fine)

Directions

Mix burger ingredients in a small bowl, adding ground beef last.

You can use your fingers, but don't overwork the meat. Shape into four elongated patties to fit the bread portions. Cover and refrigerate the burgers until ready to cook.

Heat two-sided contact grill to high. Add burgers and set timer for 4 minutes. If using broiler or a one-sided indoor or outdoor grill, cook each side for 3 to 5 minutes. For all cooking methods, check patties with an instant-read meat thermometer inserted horizontally. They're done at 160 F.



You can warm the bread and spread with pesto sauce while the burgers are cooking. Optional garnishes to add color (but not too many calories) include: roasted red peppers, black olives, pine nuts, fresh tomatoes and lettuce.

Nutrition Facts

Each serving contains about 393 calories; 18 grams fat; 22 grams carbohydrate; 29 grams protein; 4 grams fiber; 319 milligrams sodium.

Exercise Your Brain



Grab a pencil! Complete this word fill-in puzzle using the list of terms below. Each word can only be used once.

4 Letter Words

Bath
Move

5 Letter Words

Grill
Value

6 Letter Words

Albany
Memory
Squats

7 Letter Words

Buffalo
Canteen
Healthy
Imaging
Primary

Success

Support
Testing
Upstate
Veteran

8 Letter Words

Provider
Research
Strength
Syracuse
Wellness

9 Letter Words

Caregiver
Education
Endurance
Resources
Specialty

10 Letter Words

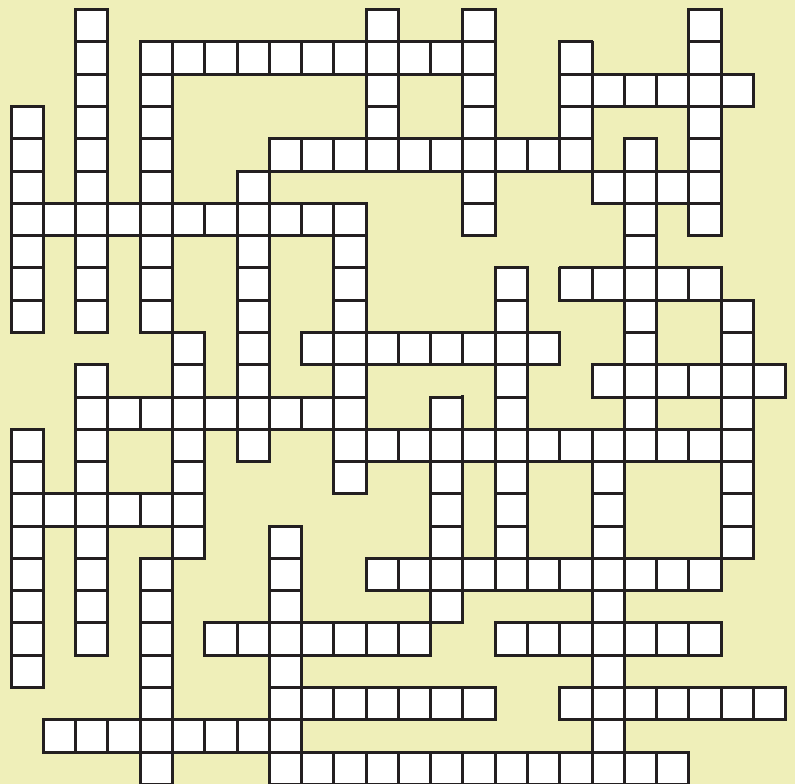
Commitment
Monitoring
Prevention
Telehealth

11 Letter Words

Appointment
Canandaigua
Coordinator
Participate

13 Letter Words

Communication
Environmental



Value for Vets Coupon

Redeemable for **one FREE item from the list below** at the Veterans Canteen Service food court at the Albany Stratton, Batavia, Bath, Buffalo, Canandaigua and Syracuse VA Medical Centers. Enjoy a 12-oz. coffee, 16-oz. soda, bottle of water, bag of chips, hash browns, sausage biscuit, egg biscuit, baked potato, hot dog or grilled cheese sandwich.

One coupon per enrolled Veteran. Compliments of Veterans Canteen Service. **Expires 8/31/2012**



Join Us for My HealthVet Day on August 8!

Come register, in person authenticate and opt in at the Albany, Bath, Canandaigua, Syracuse or VA Western New York Healthcare System. Assistance and give-a-ways available.



Would You Know if You Were Having a Heart Attack?

View our latest video with potentially life-saving information about heart attacks, including possible symptoms. Snap a photo of this icon with your smartphone to access the video from our home page, www.visn2.va.gov.



Get the free mobile app at <http://gettag.mobi>

Shop VA's Online Store

VA patients and employees save on sales tax and shipping at the All Services Exchange Online Store and Catalog, sponsored by the Veterans Canteen Service. Visit us online to find special offers and other ways to spend less.

Check It Out!

Visit www.vacanteen.va.gov. You can also call 1-800-745-9707 to place an order.



Brag About Your Success!



Did you lose weight and get fit or make other healthy lifestyle changes? Share your story with other Veterans. Email Kathleen.Hider@va.gov and include your phone number. No need to include your story in the email. We'll call you back for details.



Like your VA Medical Center on Facebook:

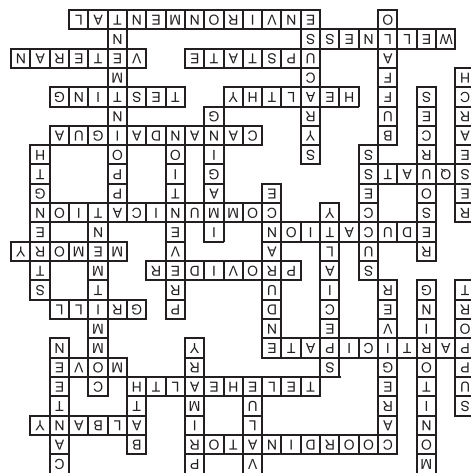
www.albany.va.gov

www.bath.va.gov

www.buffalo.va.gov

www.canandaigua.va.gov

www.syracuse.va.gov



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Exercise Your Brain solution from

Reaching us is easy

Our Locations



www.visn2.va.gov

VA Medical Centers

Albany Stratton

113 Holland Ave.
Albany, NY 12208
518-626-5000
1-800-223-4810

Batavia

222 Richmond Ave.
Batavia, NY 14020
585-297-1000

Bath

76 Veterans Ave.
Bath, NY 14810
607-664-4000
1-877-845-3247

Buffalo

3495 Bailey Ave.
Buffalo, NY 14215
716-834-9200
1-800-532-8387

Canandaigua

400 Fort Hill Ave.
Canandaigua, NY 14424
585-394-2000
1-800-204-9917

Syracuse

800 Irving Ave.
Syracuse, NY 13210
315-425-4400
1-800-221-2883

Community-Based Outpatient Clinics

Auburn

17 Lansing St.
Auburn, NY 13021
315-255-7002

Bainbridge

109 N. Main St.
Bainbridge, NY 13733
607-967-8590

Binghamton

425 Robinson St.
Binghamton, NY 13901
607-772-9100

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
518-943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
518-626-5205

Coudersport Satellite Clinic of Wellsville

24 Maple View Lane,
Suite 2
Coudersport, PA 16915
814-260-9342

Dunkirk

Valor Health Center
166 E. Fourth St.
Dunkirk, NY 14048
1-800-310-5001

Elizabethtown

7426 NYS Route 9N
Westport, NY 12993
518-626-5236

Elmira

Health Services Bldg.
200 Madison Ave.,
Suite 2E
Elmira, NY 14901
1-877-845-3247,
ext. 44640

Fonda

Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
518-853-1247

Glens Falls

84 Broad St.
Glens Falls, NY 12801
518-798-6066

Jamestown

608 W. Third St.
Jamestown, NY 14701
716-338-1511

Kingston

63 Hurley Ave.
Kingston, NY 12401
845-331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
716-822-5944

Lockport

5883 Snyder Drive
Lockport, NY 14094
716-438-3890

Malone

3372 State Route 11
Main Street
Malone, NY 12953
518-483-1529

Mansfield Satellite Clinic of Elmira

63 Third St., Suite 104
Mansfield, PA 16901
570-662-0507

Massena

1 Hospital Drive
Massena, NY 13662
315-769-4253

Niagara Falls

2201 Pine Ave.
Niagara Falls, NY
14301-2300
716-862-8580

Olean

465 N. Union St.
Olean, NY 14760-2658
716-373-7709

Oswego

437 State Route 104E
Oswego, NY 13126
315-207-0120

Plattsburgh

80 Sharron Ave.
Plattsburgh, NY 12901
518-561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
585-463-2600

Rome

125 Brookley Road
Griffiss Park
Rome, NY 13441
315-334-7100

Saranac Lake Satellite Clinic of Elizabethtown

33 Depot St.
Saranac Lake, NY 12983
518-626-5237

Schenectady

1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
518-346-3334

Springville Satellite Clinic of Lackawanna

Springville Primary Care
27 Franklin St.
Springville, NY 14141
716-592-7400

Tompkins/Cortland County

1451 Dryden Road
Freeville, NY 13068
607-347-4101

Troy

Troy Primary Care
Practice
295 River St.
Troy, NY 12180
518-274-7707

Watertown

19472 U.S. Route 11
Watertown, NY 13601
315-221-7026

Wellsville

3458 Riverside Drive
Route 19
Wellsville, NY 14895
607-664-4660
1-877-845-3247 (Bath)

Vet Centers

Albany

17 Computer Drive W.
Albany, NY 12205
518-626-5130

Binghamton

53 Chenango St.
Binghamton, NY 13901
607-722-2393

Buffalo

2372 Sweet Home Road,
Suite 1
Buffalo, NY 14228
716-862-7350

Rochester

2000 S. Winston Road
Bldg. 5, Suite 201
Rochester, NY 14620
585-232-5040

Syracuse

716 E. Washington St.,
Suite 101
Syracuse, NY 13210
315-478-7127

Watertown

210 Court St., Suite 20
Watertown, NY 13601
315-782-5479

Caregiver Support

1-855-260-3274

For help with caring for
Veterans with disabilities
www.caregiver.va.gov

**National Call Center for
Homeless Veterans Hotline**

1-877-4AID-VET

1-877-424-3838

**Reliable Health
Information on the Web**
www.myhealth.va.gov

TelCare

1-888-838-7890

24-hour, toll-free medical
advice for enrolled Veterans

Veterans Crisis Line

1-800-273-TALK (8255)

**Veterans Service
Contact Center**

1-888-823-9656

For information on eligibility,
VA health care benefits and
enrollment, or questions on
your billing statement